

W-0004

SAFETY RECALL NOTICE

November, 2000

Dear Western Star Owner:

RE: Western Star Recall Notice W-0004 - TRW EDL Type 20 Tie Rod End Sockets

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Western Star Trucks Inc. has identified you as an owner of one of the vehicles affected by this Recall. The enclosed "Recall Notice" card identifies your vehicle.

If you do not own the vehicle whose serial number appears on the enclosed recall card, it is ~~important~~ that you return this notice to Western Star Trucks Inc. with any information you can furnish that will assist us in locating the present owner. No postage is required, as Western Star will pay the return postage on this card.

Vehicles Affected:

Western Star Trucks Inc. has determined that a defect which relates to motor vehicle safety exists in Western Star Constellation and Heritage trucks and truck tractors built between July 5, 1999 and November 26, 1999.

The Problem:

The TRW 20-EDL ball socket assemblies contain bearing that may be below the specified case depth and/or hardness. This can lead to premature wear out and a possible separation of the ball stud from the socket. If the ball socket assembly were to separate, there could be a loss of vehicle steering control.

What You Must Do:

- For your safety Western Star Trucks Inc. **URGES** you to contact your nearest Western Star dealer *immediately* to book a service appointment to have the ball socket assemblies replaced.
- Please present the "Recall Notice" card to the dealer where the recall service will be performed.

If your vehicle is not modified within a reasonable time after tendering it to a Dealer at the agreed service date, please contact Western Star Trucks Inc., Compliance and Recall Department, 2076 Enterprise Way, Kelowna, BC, Canada, V1Y 6H8 (Phone: 250-868-6445). United States residents may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, D.C., 20590, or call the toll free Auto Safety Hot-line at 800-424-9393 (Washington, D.C. residents may call 202-366-0123). Canadian residents may submit a complaint to the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa Ontario, or phone (613) 993-9851.

We regret any inconvenience this situation may cause, and hope you will share in our concern for your safety and satisfaction with our product.

**WESTERN STAR TRUCKS INC.
VEHICLE REGULATIONS AND COMPLIANCE DEPARTMENT**